

POSITION DESCRIPTION

POSITION: Housekeeper	
DIRECTORATE: Business Services	GROUP: Commercial Business
SECTION: Holiday Parks	REPORTS TO: Supervisor - Housekeeping
GRADE: B	EMPLOYMENT TYPE: Casual
HOURS/WEEK: Various	POSITION No.: 911
DATE: December 2024	

OUR VISION

“Empowering the community and visitors to enjoy and grow our opportunities”.

OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

THE DIRECTORATE

Our Business Services Directorate is focused on enabling and supporting the City through the provision of high quality customer services, robust and innovative business systems, contemporary people and culture guidance as well as positive communications and engagement. The Directorate also covers our Commercial Business areas of property management, Holiday Parks, Laboratory and City Smart Solutions.



THE GROUP/SECTION

Our Commercial Business Group manages the City's property portfolio and delivers the City's commercial business enterprises; the Coffs Harbour Laboratory which delivers NATA accredited laboratory services, the Coffs Coast Holidays Parks which provide high quality tourist accommodation, and City Smart Solutions, who's focus is on delivering network infrastructure and technology solutions for clients.

POSITION OBJECTIVES

- Provision of a high standard of cleanliness and maintenance to all cabins and villas within the (4) Coffs Coast Holiday Parks.
- Demonstrate a commitment to Council's core values and comply with the Code of Conduct.
- Promotion of Council as an efficient and professional organisation, and Coffs Coast Holiday Parks as ideal tourist destinations.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management



Learning and Development (L&D)

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

- Support the leadership and management by:
 - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
 - Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
 - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
 - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
 - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

KEY AREAS OF RESPONSIBILITY

- Welcome new arrivals into the park in line with the Holiday Park "*Meet and Greet Procedure*".
- Undertaking cleaning duties effectively and efficiently as directed by the Housekeeping Supervisor to ensure a high standard of cleanliness across the Holiday Parks.
- Undertake the safe and effective handling of cleaning equipment and chemicals.
- Adopt and maintain a courteous and helpful manner to all customer enquiries, including park patrons and park staff.
- Convey relevant work information to co-workers.
- Alert the Housekeeping Supervisor to any matters of concern.
- Develop and maintain a sound knowledge of all Coffs Coast Holiday Parks.
- Provide support to other staff and labour hire and assist with training.

KEY RELATIONSHIPS

Internal

- Supervisor Housekeeping
- Senior Houskeeper
- Managers
- Holiday Parks Staff
- Other Areas of Council
- CHCC Leadership Team

External

- Members of the Public

OTHER POSITION REQUIREMENTS

- The ordinary hours of work will generally be between 05:00 and 21:00. Actual start times and finish times within this span will be arranged with the People Leader. Ordinary hours worked outside this span as agreed will attract the appropriate shift penalty in accordance with the Award and the City's procedures.
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- The following allowances apply where the position requirements and/or nature of work meet the criteria for payment in accordance with the Award or the City's EA:
 - Expenses
 - First Aid Allowance
 - Meal Allowance
 - Travel Allowance
- This position may on occasions be required to work outside of the City area for extended periods. Appropriate allowances or reimbursement will be provided.
- This position is located at any of the four (4) Coffs Coast Holiday Park locations: Park Beach, Sawtell Beach, Woolgoolga Beach and Woolgoolga Lakeside Holiday Park, with the requirement to undertake the duties outlined at other sites/locations having regard to the nature of the role.
- This position involves working indoor and/or outdoor, along with computer work. The position requires a moderate level of aerobic and physical fitness to undertake regular physical activities such as walking, lifting, pulling, pushing along with the capacity to maintain normal manual handling tasks across the work day – depending on the nature of the tasks undertaken. Appropriate WHS standards will be applied for all manual handling activity. A full functional and medical assessment is required for this position.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Current Class C Drivers Licence (Manual) or willingness to obtain
- Previous experience, typically a minimum of five (5) years in a related industry.

Desirable

- Current First Aid Certificate
- National Construction Induction Certificate (Whitecard)

CAPABILITIES

- Demonstrated interpersonal, verbal and written communication
- Demonstrated customer service skills
- Ability to manage risk in accordance with WHS legislation

Position Demands Analysis

Housekeeper

EXPOSURE RATING TABLE			
No exposure	Low Exposure	Medium Exposure	High Exposure
0 hrs daily	0-2 hrs daily	2-4 hrs daily	4-8 hrs daily
0	1	2	3

PHYSICAL REQUIREMENTS					
Sedentary work lifting 0-4.5kg	1	Elevating arms above shoulder height	0	Climbing to access / exit excavations	0
Light work lifting 4.5-9.1kg	1	Extend arms for reaching	1	Kneeling for extended periods	0
Medium work lifting 9.1-22.7kg	1	Sitting for extended periods	1	Crawling	0
Heavy work lifting 22.7-45.5kg	0	Standing for extended periods	3	Balancing	0
Very Heavy work lifting >45.5kg	0	Walking for extended periods	1	Hearing above background noise	0
Repetitive Lifting	0	Walking on uneven ground	0	Depth perception	0
Pulling Loads > 5kg	1	Frequent bending / stooping	2	Colour vision	0
Pushing loads > 5kg	1	Shovelling / digging	0	Fine manipulation	2
Lifting with trunk twisting	0	Throwing	0		

USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	0	Dust Mask / Respirator	0	Reflective vest	0
Hard hat	0	Protective eyewear	0	Breathing Apparatus (BA)	0
Ear plugs / muffs	0	Gloves	1		

EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	1	Cleaning – Spray & Wipe	1	Odours	0
Liquids	1			Mists / Fumes	0
Herbicide spraying	0			Possible exposure to sharps	1
Pesticide spraying	0			Possible exposure to Tetanus	0
Gases / Vapours	0			Possible exposure to Hepatitis A, B, C	0
Working with solvents	0			Possible exposure to blood / bodily fluids	1

PHYSICAL/PSYCHOLOGICAL					
Inside work	3	Working near machinery	0	Slippery surfaces	1
Outside work	2	Operating machinery	0	Low light areas	0
Confined spaces	0	Vibration	0	Shift work	2
Working alone	1	Working at heights	0	Use of computer for screen based activities	3
Working with hot substances	0	High Temperatures > 38 degrees	0	Prolonged Driving (periods > 2hrs)	0
Working with cold substances	0	Low Temps < 3 degrees	0	Violence / aggression from customers	2
Noisy work areas	0	Fatigue	1		